

### **Amendments to the Specification**

Please replace the paragraph that begins on Page 21, line 8 and carries over to Page 22, line 8 with the following marked-up replacement paragraph:

-- The list 400 of probes simply contains one entry for each probe. The list 410 of KPIs uses a notation " $\Delta(\text{probe}_{\text{destination}}\text{probe}_{\text{source}})$ " for representing a KPI that measures elapsed time, from a starting point prior to the link monitored by " $\text{probe}_{\text{source}}$ " through the link monitored by " $\text{probe}_{\text{destination}}$ ". Thus, for example, " $\Delta(\text{ca})$ " represents the time that elapses when supplier "S1" sends materials to assembler "A1" (as measured by probe "a") and "A1" then forwards materials or goods to assembler "A2" (as measured by probe "c"). As a special case in this notation, "t" represents an initial time, and therefore the KPI " $\Delta(\text{et})$ " represents the time that elapses when supplier "S3" sends materials to assembler "A3" (as measured by probe "c"). As another example, the notation " $\Delta(\text{c-ab})$ " might be used to represent only the time that elapses between a starting time when assembler "A1" receives materials from both S1 and S2 (as measured by probes "a" and "b", respectively) and an ending time when materials or goods are then forwarded from "A1" to "A2". In other words, only the elapsed time measured by probe "c", on the link between "A1" and "A2", is included for the KPI " $\Delta(\text{c-ab})$ ". The number and type of KPIs to be created may vary widely among implementations of the present invention, and in list 410, KPIs have not been constructed for every possible combination of flows. For example, it might be desirable to construct a KPI such as " $\Delta(\text{ag})$ " " $\Delta(\text{ga})$ ", representing a duration of time from when supplier "S1" provides materials as input to the process, up through and including when retailer "R2" receives a product that has made its way through the system under evaluation. A KPI may be defined for any process of interest in a particular system, and alternative ways of defining and

representing KPIs may be used in an embodiment of the present invention without deviating from the inventive techniques disclosed herein. --

Please replace the paragraph on Page 35, lines 5 - 16 with the following marked-up replacement paragraph:

-- Business process evaluation engines or techniques of the prior art preferably gather data pertaining to measurements and store that data in association with particular points in time (or short intervals of time). Periodically, this stored data is used in combination with the mappings described above with reference to collections 1- 3 and the SLA commitments in collections 4 - 6 to compute deviations at each of one or more points in time (and these deviations have been shown as being graphed on the y-axis of the cubes). Preferably, the cubes constructed during a drill-down operation all pertain to the same time interval. It should also be noted that while preferred embodiments are discussed with reference to building and analyzing geospatial cubes, techniques disclosed herein may also be used advantageously with other geometric data types, such as a 2-dimensional spatially-enabled plane, a line segment, a point, and so forth. References to building, analyzing, or otherwise processing cubes are therefore illustrative but not limiting of the scope of the present invention. --

Please replace the paragraph that begins on Page 37, line 18 and carries over to Page 38, line 9 with the following marked-up replacement paragraph:

-- When the test in Block 815 has a negative result, control preferably returns to Block 805 to continue sampling probes and recording the measured data. Otherwise, processing

continues at Block 820. In the drill-down approach of preferred embodiments, the analysis begins with the first-tier cube corresponding to service offerings, and Block 820 therefore retrieves appropriate first-tier values, which may have been calculated previously and stored, or which may be calculated anew during the processing of Block 820. (As stated earlier, a service offering is defined as a collection of collaborations, and each collaboration is defined as a collection of KPIs. Collections 3, 2, and 1, respectively, are preferably used to ~~located~~ locate the proper mappings in each case. Thus, the data that pertains to each service offering is preferably determined by processing the data for each of the collaborations in that service offering, which in turn requires processing the data for each KPI in each of those collaborations.) --

Please replace the paragraph on Page 42, lines 16 - 20 with the following marked-up replacement paragraph:

-- As has been demonstrated, the present invention provides novel techniques that evaluate business processes in an efficient manner, where the evaluation can be performed in real time and if desired, can then be used to as input for autonomic adjustments of the monitored system(s). A number of ~~example~~ examples have been provided, although it is to be understood that these examples are by way of illustration and not of limitation.--